

# **LIBRARY ASSISTANT (CIRCULATION)**

FLSA Status – Non-Exempt

EEO Code – F/Office and Clerical

Class Code – E640

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## **GENERAL DESCRIPTION OF THE DUTIES**

This position performs technical duties related to the circulation of Library materials, provides initial direct contact between the public and Library services, provides directional assistance to the public, and performs data entry and file maintenance.

## **SUPERVISION RECEIVED**

This position is under the direct supervision of the Library Circulation Specialist.

## **SUPERVISION EXERCISED**

Supervision is not a normal responsibility of this position. May provide training and orientation to newly assigned personnel on Library policies and practices.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties and responsibilities listed should not be construed to be all-inclusive. The essential job duties will include other responsibilities as assigned and required.

1. Communicates with customers in person, by telephone, and via e-mail.
2. Checks Library materials in and out at the circulation desk.
3. Reviews applications, issues new library cards and replacement cards, and updates patron records on the computer.
4. Collects fines and fees, and tallies and records daily revenues.
5. Handles patron complaints related to circulation and registration problems.
6. Prepares circulation desk area for opening and closing.
7. Responds to inquiries from the public regarding the use of the Library and explains the use of facilities and equipment.
8. Shelves books and materials, and maintains reserve shelves
9. Routes materials for transfer, reserve, cataloging or to problem shelves.
10. Maintains system integrity through processing daily, weekly, monthly, quarterly, and semiannual circulation reports.
11. Reviews return Library materials for damage.
12. Provides directional assistance to the public.

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13. Performs work in accordance with federal, state, City, and Library employment and safety laws, rules, and standards.

## **OTHER JOB FUNCTIONS**

Performs various clerical tasks in support of library operations.

Processes materials for inclusion in collections as directed by supervisor or Library Services Coordinator.

Maintains proficiency by attending workshops and conferences, working on City and professional committees, reading materials, and meeting with others in areas of responsibility.

Assists with special Library projects such as shifting or relocating collections.

Performs related work as required.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge of:**

- Office practices and procedures;
- Basic math;
- Computer equipment and program applications;
- Operation of standard library and office equipment; and
- Principles of customer service.

### **Skills in:**

- Problem solving and decision making;
- Communicating effectively with others from diverse backgrounds; and
- Alert observation to irregularities in patron records.

### **Ability to:**

- Learn the Library automated system;
- Learn and implement Library policies and circulation procedures;
- Establish and maintain effective working relationships with the general public, local officials, and employees;
- Work in a team environment;
- Maintain confidential and sensitive information;
- Collect funds and issue receipts; and
- Learn the Dewey Decimal Classification System.

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## **EDUCATION AND EXPERIENCE**

Any equivalent combination of education and experience that demonstrates the knowledge, skills, and abilities is qualifying. A typical way to qualify would be the equivalent of high school graduation.

## **DESIRABLE EXPERIENCE, TRAINING AND LICENSES**

Previous library experience or experience dealing directly with the public as a customer, and college level coursework in library science is desired. Fluency in English and Spanish is desirable.

## **PHYSICAL DEMANDS**

While performing the duties of this position, an employee is frequently required to stand, sit, bend, kneel, stoop, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 25 pounds on a regular basis such as files, books, office equipment, etc. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as a computer, and standard library or office equipment. Otherwise qualified individuals with a disability and known limitations will be reasonably accommodated to perform the essential functions of this position.

## **WORKING CONDITIONS**

Usual library environment. Work schedules include evening hours and weekends.

Approved By \_\_\_\_\_ Date \_\_\_\_\_  
(Department Director)

Adopted By \_\_\_\_\_ Date \_\_\_\_\_  
(City Manager)

Established: 10/94

Revised: 12/99

Revised: 05/01